

cc Docket NO. 98-67, 7 P-Relay, PBX, 711 and other issues

From: "Samuel E. Jones" <sam@clark.net>  
 To: <access@fcc.gov>  
 Date: 7/30/01 4:42PM  
 Subject: Complaint - Attention of the Disabilities Rights Office

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AUG - 7 2001

FEDERAL COMMUNICATIONS COMMISSION  
 OFFICE OF THE SECRETARY

Date: July 30, 2001

Subject: Complaint list

To: Disabilities Rights Office

In order to meet the deadline July 30, 2001 complaints for disabilities Rights Office:

1. Relay service & Reprogramming PBX telephone system via #711:

In my former employer, Potomac Electric Power Company since MD relay implemented 711 effective February 1, 2000. my hearing wife discovered that #711 was not worked. So I worked with my co-worker to reprogram PBX system to cover in Maryland and DC areas.

When I continued to check with my worker, I was scold to not work or check with them to verify the process, I bet that any action requires a lot of costs to pay, too.

So I ignored the instruction from my manager and continued testing. It was big discover for me to spot the problem. In the morning,

I visited that building that would be sell or sold to other company few months ahead for dialing #711 in Maryland. #711 was working

to connect the relay service, but it was wrong relay service that was for only DC area instead of Maryland relay service. My employer

headquarter is in DC. It is similar to deaf worker in Baltimore as he told me as he was stuck as the relay service is in DC instead Maryland

because - how can he change the PBX program configuration software in the headquarter Amtrack in DC? due to high cost to reprogram.

Ask FCC to issue new requirements for any new PBX machine or software programs to ask the operator where and which state in that building.

But I was stuck when I visited ATT relay meeting in New Jersey that I brought this subject to deaf NJ residents or workers to commute to NY state.

The deaf leader asked me to use my profile or preference, but I replied No, but should we obey the ADA law or allow them to use preference which

relay service to be better. However we face new IP-relay service or national relay service. Please bring that subject to all users and let them to think about that.

Be sure to tell all companies and manufactures to set up configuration to which relay service in which state in the future before IP-Relay and VRS tools.

2. Video Clip in my personal computer

I set up my preference to enable open caption or closed caption and never see it on the movie yet via CNN, ABCNEWS and etc.

No. of Copies rec'd 2  
 List A B C D E

I hope FCC requires them to provide them for us despite abletv.com that is for us but not see it yet.  
About DVD or DTV?....

### 3. Cable Service

TCL channel is big frustrated user as me because of new program without caption caption feature. I have to wait for reprogramming the presentation later.

### 4. Cable Service - Digital Box

I had to drop digital box device because of its TV guide screen that did not provide me the program with closed caption or not either.

Cable TV service with its TV guide screen is okay because of trademark CC on each program that helps me to determine watching or not.

I notified Comcast to match the digital box service against the TV cable service's its TV guide screen with "CC", but my hope in 2006 for them.

### 5. Private PayBooth

I am waiting for October or November that FCC requires all providers to support the relay service at paybooth plus the operator to help any deaf users on #711 feature.

Of course, basic big companies, ATT or Verizon, other QWEST provides #711 as no problem as I visited in NYC and MD, etc.

### 6. At Bush airport in Houston, I was frustrated to use any portable TTY at paybooth at Terminal #B to contact with my sister last June

because the devices were not working and it forced me to use computer TTY device finally plus remembering Texas Relay service free toll phone number hardly before #711.

It requires the agency to test each old portable TTY to work periodically plus using #711 (better to remember easily)

### 7. Security Vs MS Window chat tool?

I was frustrated to use the MS window chat tool to chat with my co-workers under MS window NT because apparently due to the security policy. I had to wait for upgrading MS window to MS window 2000 in September 2001, but I was layoff in March 2001 suddenly no warning.

Now I learned and I will have no patience to wait and it cost me as my job.

### 8. VRS or VRI is last tool for deaf workers in the future

During 9 months for using VRI in Maryland, in the past I used TTY method that could not measure time and VRI enabled me to measure

time with my co-workers. I notified that my co-worker was very HIGH speed to work as faster beyond my expectation for awhile. After layoff,

I realized the employer squeeze average three job positions into one job position. It means that any hearing worker must work faster as speedily.

Therefore VS. or VERY tool must provide to deaf workers in order to synchronize the workers better. Using VERY enables us to talk as sign as normally.

I amend "Deaf can do anything except hear" by Dr. King, Alluded University, now "Deaf can do anything except hear and TIMING." We, deaf

have to chase the co-worker's speed to be match in the future or perfect synchronized worker via VS. tool as last resort.

#### 9. Window chat

AIM tool is only best tool for me to chat with my former co-workers and vendors over the firewall border for awhile. Be sure to enable any IM tool for inside firewall with all co-workers.

#### 10. TV set - PIP screen with closed caption feature

Requires all TV set to provide closed caption feature in small window PIP box better so I can switch between them and big screen at any moment.

When my accommodation is okay, I will issue bulletin to all workers to dial #711 or IP-relay web site to call my work office via TTY calls for deafness awareness every year that helps them to know about relay services easily (remember) in the future plus identify deaf workers who do not know about me and lead us to establish

our new group for our needs and support in the future. The opportunity was lost in September or October 2001 after upgrading MS professional 2000 system.

I hope my original complaints can help your office to review and issue new requirements against the security policy in many private companies in the future among the deaf workers equally plus improving them to be deafs - civilization better but we still face the biggest problem in our deaf lives that "Hearing people still not realize Deaf people as same as hearing people." They forget to tell me as deaf workers after they talked at any coffee site, any place for any important subject. But the two-ways beepers are very helpful for us in long way.

Submitted by

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